

Health Insurance Processing Center
P.O. Box 4405
Taunton, MA 02780



Commonwealth of Massachusetts
Executive Office of Health
and Human Services

[MAIL-TO-NAME]
[blank]
[blank]
[MAILING-STREET-ADDR]
[MAILING-CITY-NAME], [STATE] [ZIP-CODE]

You can get this information in large print and Braille. Call **1-800-841-2900** from Monday through Friday, 8:00 a.m. to 5:00 p.m. (**TTY: 1-800-497-4648** for people who are deaf, hard of hearing, or speech disabled).

Date: [DATE]

Dear [MEMBER-FIRST-NAME] [MEMBER-LAST-NAME],

MassHealth has approved the person listed below for MassHealth CarePlus.

- **[Name]** Member ID: **[Member ID]** starting on **January 1, 2014**.

MassHealth CarePlus pays for services such as doctor and clinic visits, hospital stays, prescription medicines, dental services, and transportation to medical appointments, even if it is not an emergency. For a more complete list of services MassHealth CarePlus pays for, please see the *MassHealth Member Booklet*. There is no monthly premium (fee).

Individuals age 21 and over may have a copay for prescriptions and doctor or hospital visits. For more information about copays, see proposed MassHealth regulations at 130 CMR 506.000 in effect as of January 1, 2014, at

<http://www.mass.gov/eohhs/docs/masshealth/proposed-regs/130-cmr-506-000.pdf>.

What do you need to do next?

- **Step 1: Pick a Health Plan**
If you are already enrolled in a health plan through MassHealth, we will keep you with your current plan if it is available. If you are not already enrolled in a health plan through MassHealth and do not have access to other insurance, you must enroll in one of the health plan options in your area. To choose a health plan, call **MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648** for people who are deaf, hard of hearing, or speech disabled). If you do not choose a health plan, MassHealth will choose one for you.
- **Step 2: Insurance Cards**
New members will get their MassHealth cards in the mail. If you are already a member of MassHealth and have a MassHealth card, you can continue to use it and don't need a new one. The health plan may also send ID cards for the plan selected. Show these cards to your provider when getting medical services.

How did we make this decision?

MassHealth uses the rules for family size and income to make a decision about your coverage. We also consider pregnancy, disability, immigration status, and breast or cervical cancer or HIV status. We based this decision on information you previously reported to us.

You can get MassHealth CarePlus according to proposed MassHealth regulations at 130 CMR 505.008, in effect as of January 1, 2014. You can find these proposed regulations at <http://www.mass.gov/eohhs/gov/laws-regs/masshealth/masshealth-proposed-regs>.

If you are pregnant or disabled, you may be able to get more benefits, such as personal care attendant services. To find out if you qualify, call **MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648** for people who are deaf, hard of hearing, or speech disabled).

What if you have special health care needs?

You may be able to get more health benefits if you have special health care needs. If you are currently paying for benefits, such as personal care attendants, without assistance from MassHealth, you may also qualify for help paying for these services.

Special health care needs include if you:

- have a medical, mental health, or substance use condition that limits your ability to work or go to school;
- need help with daily activities, like bathing or dressing;
- regularly get medical care, personal care, or health services at home or in another community setting, like adult day care; or
- are terminally ill.

If you have special health care needs, please call MassHealth at 1-888-665-9993 (TTY: 1-888-665-9997 for people who are deaf, hard of hearing, or speech disabled). You can tell us at any time if you have special health care needs, including if your health changes in the future.

If you tell us about your special health care needs, you may choose to enroll in MassHealth Standard. MassHealth Standard covers all the same benefits that you have now, as well as additional health benefits like personal care attendants, long-term nursing home care, and adult day health programs. Your health plan options in MassHealth Standard may be different than those offered in MassHealth CarePlus. There are no monthly premiums for either MassHealth CarePlus or MassHealth Standard. And with MassHealth Standard, your copays will be the same as what you pay in MassHealth CarePlus.

If you move to MassHealth Standard, there may be some additional steps needed to get some of the added benefits that MassHealth Standard provides. For example, MassHealth may need additional information or may need to check to make sure the benefits are necessary and appropriate for you. Your doctor and MassHealth Customer Service can help explain these additional steps to you. Please call MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648 for people who are deaf, hard of hearing, or speech disabled) if you have any questions about these additional steps.

Even if you have special health care needs, you can choose to stay enrolled in MassHealth CarePlus instead of moving to MassHealth Standard. If you want to stay in MassHealth CarePlus, you do not have to do anything else.

What else do you need to know?

- The enclosed *MassHealth Member Booklet* explains income rules, premiums, and covered services for MassHealth.

How can you send us information?

You must report any change in your information to MassHealth as soon as possible, but **no later than 10 days**, from the date of the change. This includes any changes to your income, address, phone number, family size, job, or health insurance.

You can submit information in the following ways.

- 1. Fax: (617) 887-8770**
- 2. Mail: Commonwealth of Massachusetts
Health Insurance Processing Center
P.O. Box 4405
Taunton, MA 02780**
- 3. Call: MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648 for people who are deaf, hard of hearing, or speech disabled).**

What if you do not agree with our decision?

You can ask for a hearing if you do not agree with our decision.

Read *How to Ask for a Hearing*, which came with this letter.

What other assistance may be available to you?

For free food and help with healthy eating, call the Women, Infants and Children (WIC) nutrition program. WIC serves pregnant women, children under five, and new mothers. One or more members of your family may be eligible for WIC services. Call the WIC Hotline at 1-800-942-1007.

What if you have questions?

If you have questions or need more information call MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648 for people who are deaf, hard of hearing, or speech disabled).

Thank you,
MassHealth